15. ORDERING AND MANAGING VFC VACCINE

Overview

VFC providers are required to order and manage vaccine through imMTrax, the State immunization information system. Upon enrollment, providers are given access to the system and training on how to manage VFC vaccine. Cold chain data, inventory reconciliations, and vaccine orders (if needed) must be received by the 15th of each month. Providers are required to enter cold chain data and reconcile inventory each month regardless of whether they order vaccine.

VFC vaccine orders are exported from imMTrax to the CDC ordering system and placed at McKesson, the CDC-contracted distributor of VFC vaccine. Refrigerated vaccine is shipped directly from McKesson to the provider. Varicella-containing vaccines, which must be kept frozen, ship directly from Merck to the provider and are not shipped from McKesson. Figure 3 is a general outline of the vaccine ordering and receiving process.
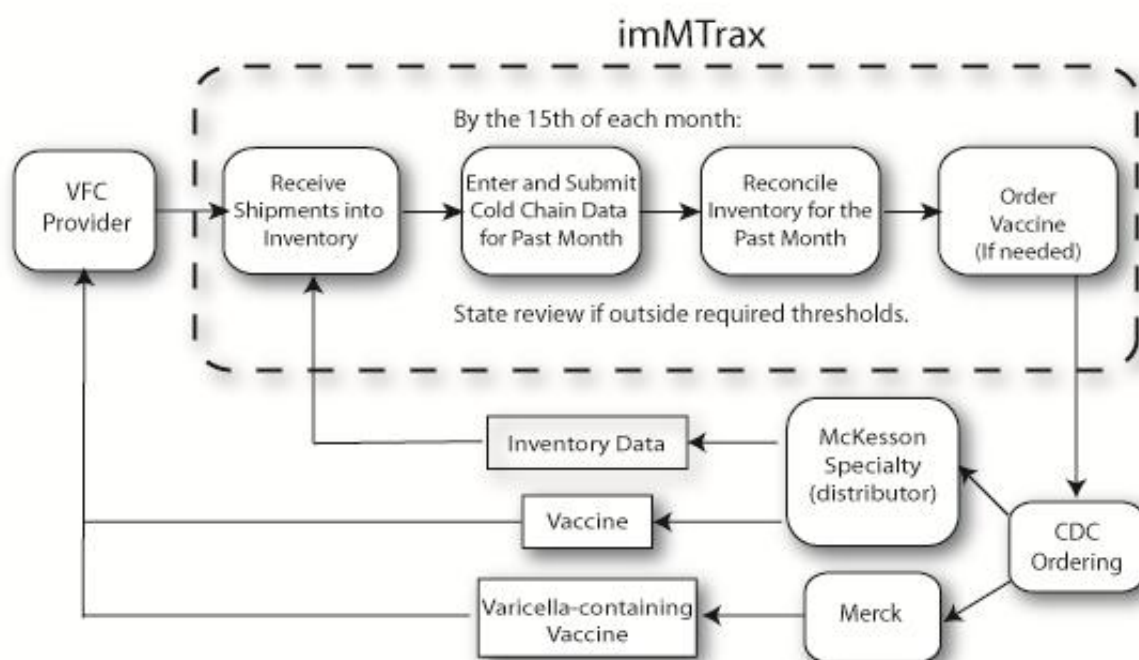

Figure 1 VFC Vaccine Order and Receiving Process

This handbook is not an in-depth imMTrax user's guide and will only outline the steps and policies associated with managing your VFC vaccine in the system. Please refer to the *imMTrax Provider Handbook* (https://immtrax.mt.gov/users.shtml) or contact the imMTrax Training and Support at 444-4560 (hhsiz@mt.gov) for more information on using imMTrax.

Ordering VFC Vaccine

You must complete two steps in imMTrax <u>before</u> you can order vaccine. You must:

1. Enter and submit cold chain data for the previous month (current to the day of submission)
2. Reconcile your VFC vaccine inventory within the last 14 days.

Cold chain data, inventory reconciliation, and vaccine orders must be submitted <u>by the 15th of each month</u>. Cold chain data and inventory reconciliation in imMTrax must be completed monthly regardless of whether you submit a vaccine order.

Entering and Submitting Cold Chain Data

- All VFC providers must log temperatures for VFC vaccine storage units twice daily (See Section 13, page 51). Temperatures can be recorded in imMTrax or on a paper log (temperature logs can be downloaded from www.immunization.mt.gov).

- Before reconciling inventory and ordering vaccine, you must enter cold chain data (temperatures from your twice daily monitoring) for the previous month into imMTrax (up to the day of submission) and submit it to the State. This process is outlined in the following steps:

  - To initially set-up your storage units in the system click **Manage Cold Chain>>>Add Unit.**

  - After your storage units are in the system, record temperature data by going to **Manage Cold Chain>>>Record Temperatures.** If you are recording twice daily in imMTrax and are not ready to submit your data for the month click **Save**. If you have data for <u>ALL storage units</u> entered and are ready to submit your data click **Save and Submit**.

- In order to proceed to the reconciliation function, submitted cold chain data must meet two requirements:

  - There must be two temperature readings for each day your facility is open up to the day of your data submission

  - All temperatures must be in range.

  If either of these criteria is not met, you will not be able to reconcile your inventory until you provide all required data (missing data) and/or the State reviews and approves your cold chain data (out-of-range temperatures).

- Contact the Immunization Program immediately when you discover out of range temperatures that threaten your vaccine. This will safeguard your vaccine supply *and* facilitate the quick review of your out-of-range data in imMTrax. If submitting out-of-range temperatures, enter a brief description of the incident and the date you contacted the Immunization Program into the comment box before submitting your cold chain data for the month.

- Once cold chain data is submitted and approved by the State (if necessary), you can then reconcile your vaccine inventory.

Detailed imMTrax instructions can be found in *the imMTrax Provider Handbook* (https://immtrax.mt.gov/users.shtml) or contact the imMTrax Training and Support at 444-4560 (hhsiz@mt.gov).

Reconciling Inventory

Reconciling your inventory is simply accounting for the vaccine that was removed from your inventory during the previous month. Reconciling inventory in imMTrax replaces the paper reports that were previously submitted to Home IV Pharmacy. You must have reconciled inventory within 14 days to place a vaccine order.

- To reconcile inventory go to **Manage Inventory>>>Show Inventory>>>Reconcile**.

- The first step in reconciliation is physically counting the vaccine in your storage units by lot number.

- The next step is to enter doses administered into imMTrax for each vaccine by lot number. This can be done one of two ways depending on whether you are an integrated or aggregate user:

  - **Integrated users** enter patient immunization records into imMTrax throughout the month. During that process, vaccines are selected out of your inventory. Integrated users simply have to keep their patient immunization data entry up to date. During reconciliation, doses administered data are automatically be pulled into the reconciliation process from patient records.

  - **Aggregate users** must manually enter doses administered for the month by vaccine, by lot number, by age cohort. You do not need to enter doses administered by dose number. All data can be entered under Dose #1.

- Once entered (aggregate) or automatically imported from immunization records (integrated), doses administered will subtract from your starting inventory to give **Inventory on Hand**.

- Next, enter the results of your refrigerator count by vaccine, by lot number into the **Refrigerator Count** field.

- If your **Inventory on Hand** differs from your **Refrigerator Count**, the difference automatically calculates by dose and percentage in the **Adjustment** column. You then must select the most appropriate reason for the difference in the **Reason** drop-down list.

- imMTrax will log you out of the system if it is idle for more than 45 minutes. If this happens, you may lose data. During data entry, clicking **Save and Finish Later** every 15 minutes will prevent this from happening.

- When you have entered your **Doses Administered** (if necessary), **Refrigerator Count,** and **Adjustment Reasons** for all lots, hit **Save and Submit**.

- If your **Inventory on Hand** differs from your **Refrigerator Count** by more than the threshold set by the State, your reconciliation will be flagged for review. You will not be able to order vaccine until the State has reviewed your reconciliation.

- Once your reconciliation is submitted and approved (if necessary), you can order vaccine.

Detailed imMTrax instructions can be found in *the imMTrax Provider Handbook* (https://immtrax.mt.gov/users.shtml) or contact the imMTrax Training and Support at 444-4560 (hhsiz@mt.gov).

Placing Orders

The vaccine ordering function in imMTrax is currently not in use. Until further notice, orders are being processed through Home IV Pharmacy:

- Before placing a vaccine order, submit in imMTrax (before the 15th of the month) your current cold chain data and reconcile your inventory. You must have reconciled your inventory within the last 14 days to place an order.

- Order VFC vaccine **no more than once per month** and less frequently if you are a low-volume provider. **Place orders between the 1st and 15th of each month**. More than one order per month may be allowed in emergencies. Non-emergency orders submitted after the 15th of the month will be held until the next ordering window (1st of the next month).

- To place a vaccine order, mail or fax a current order form to Home IV Pharmacy. The current order form can be found on our website (www.immunization.mt.gov under the "VFC" link). The Home IV Pharmacy address and fax number are on the form. **If you fax the order form, please also send a copy by mail.** Your order will be delayed if faxes are not received or are unreadable.

- The **Doses on Hand** column of your order form must have a complete inventory of all your VFC vaccines (not just those you are ordering).

- VFC vaccine must be ordered by dose and by the minimum order quantities listed on the order form. Boxes cannot be broken down into smaller quantities.

- Orders will be reviewed to ensure that they are:

  - Not over a three–four month supply based on usage history (including current inventory)

  - Not over-ordering a single-antigen presentation when combination vaccines are in inventory (e.g., not over-ordering IPV if you have adequate Pediarix® or Pentacel® on hand).

- The Immunization Program may adjust orders that do not conform to the requirements listed above. Issues with order quantities, incomplete order forms, and faxed documents may delay your order.

- Please inform the Immunization Program if there is a special circumstance such as a campaign or catch-up clinic where you need more vaccine than your usage history allows.

- Orders typically ship within 10–14 days from the time they are received at Home IV Pharmacy. To check the status of orders call or email Home IV Pharmacy (723-4099 jerrydotter@bresnan.net) or the Immunization Program (444-5580 hhsiz@mt.gov).

Receiving Orders

- If your vaccine shipping address or times vaccine can be received at your facility change, please inform the Immunization Program (444-5580 hhsiz@mt.gov).

- You should receive VFC vaccine 10–14 days after submitting your order. Varicella-containing vaccines ship from the manufacturer (rather than from McKesson) and may take longer to arrive.

- If you have not received your order in two weeks, call or email Home IV Pharmacy (723-4099 jerrydotter@bresnan.net) or the Immunization Program (444-5580 hhsiz@mt.gov).

- With the exception of varicella-containing products, VFC vaccine shipments will automatically appear in your imMTrax inventory with the lot number, expiration date, and number of doses.

- For varicella-containing vaccines, please add this vaccine to your inventory as a private lot and call the Immunization Program (444-5580). We will switch it to a public lot. To add the vaccine as a private lot click **Manage Inventory>>>Show Inventory>>>Add Inventory**.

- Follow the procedures below when receiving vaccine shipments at your facility:

- Inform front desk and supply personnel when vaccine deliveries are expected. **DO NOT leave vaccine deliveries unattended.** Check all deliveries to determine if they are perishable vaccine.

- Contact the designated vaccine manager or alternate manager when shipments arrive (See Section 12 for contact information).

- Place vaccine in an approved storage unit holding proper temperatures as soon as possible.

- Follow the instructions on the packing slip when unpacking vaccine shipments. Confirm that:

  - The package is not damaged or leaking

  - The temperature monitors (if present) are within acceptable temperature range

  - The vaccine quantities, lot numbers, and expiration dates match the packing list

  - Expiration dates are compared to current stock to ensure short-dated vaccines are used first.

Problems with Orders

- Never reject VFC vaccine delivery or discard VFC vaccine shipments.

- If you encounter problems with orders or shipments call or email Home IV Pharmacy (723-4099 jerrydotter@bresnan.net) or the Immunization Program (444-5580 hhsiz@mt.gov).

- Please note that VFC vaccine orders may have been adjusted to conform to the ordering requirements specified in this section. Contact the Immunization Program if you have questions.

Detailed imMTrax instructions can be found in the *imMTrax Provider Handbook*

(https://immtrax.mt.gov/users.shtml) or contact the imMTrax Training and Support at 444-4560 (hhsiz@mt.gov).